FREQUENTLY ASKED QUESTIONS:
(Click on question below to view instructions)

1. [How do I send the Planner an email about a project?](#)
2. [How do I view electronic documents associated with a project?](#)
3. [How can I print electronic documents and reports?](#)
4. [How do I know a project's scheduled meetings?](#)
5. [How can I find all the projects scheduled for a meeting?](#)
6. [What is the deadline for submitting an application and what is the process?](#)
7. [How do I know the status of a project?](#)
8. [What search criteria is established to help me find a project?](#)
9. [What if I need more information on a project?](#)
10. [How do I find all related projects?](#)
11. [How do I view a location map of a project?](#)
12. [How do I know when an approval order has been issued or expired on a project?](#)
13. [What are the outstanding conditions of approval on a project?](#)
14. [Who has reviewed the project?](#)
15. [How do I know if building permits have been issued for a project?](#)
16. [I want to find the agenda item materials submitted to the Board of County Commissioners relating to a project.](#)
17. [Where do I find the approved documents for my project?](#)

ANSWERS:

1. *How do I send the Planner an email about a project?*

Choose the project name in the drop down menu. Click on the "contact email" hyperlink provided in the project information grid.

2. *How do I view electronic documents associated with a project?*

Choose the project name in the drop down menu. Click on the "view documents" button. Scroll down the screen to view the grid of documents. In the "click to view document" column, click the button assigned a document no. to view the .pdf document.

3. *How can I print electronic documents and reports?*

You can save and/or print these documents once they are opened in the .pdf or .xls formats. Each type of report you choose will guide you with directions at the top of the page.

4. *How do I know a project's scheduled meetings?*

Choose the project name in the drop down menu. Click on the "view meetings & events" button. Scroll down the screen to view the grid of meetings and events history of the selected project.

5. *How can I find all the projects scheduled for a meeting?*

To view all projects scheduled for meetings, click on the "view reports" button. This will open the reports menu and you can select which meeting schedule you want.

6. *What is the deadline for submitting an application and what is the process?*

How to apply and how the process works is part of St. Lucie County Online Planning & Development Services Department, Planning division website. Click here for "How To" and "Apply……Development Review" and click here to guide you through the process with flowcharting. Go to "Applications" in the left side menu to submit an application with required documents. Click here for tentative submittal schedule.

7. *How do I know the status of a project?*

Choose the project name in the drop down menu. The project status will be shown in the "project information grid" shown on the right side of the screen. Statuses are relative to each step in the process until final disposition.

8. *What search criteria is established to help me find a project?*

Besides a project name, you may search by GM project file #, a general location or address, parcel identification # or an approval order #. Open the drop down menu of the desired search criteria and select the information. The applicable project information will appear. You will be able to use all buttons for related information to the project once it appears in the "project name" field.

9. *What if I need more information on a project?*

Our electronic records management system is kept in compliance with FL Statutes. To receive more than the electronic information provided in the portal, a public records request can be submitted. [Click here](#) for that section of the St. Lucie County Online Planning division website.

10. *How do I find all related projects?*

Choose the project name in the drop down menu. Click on the "view related projects" button. The parent project you choose and all other related Sub projects will appear in a grid when you scroll down the screen. The parent project information grid will be constant at the top of the screen. You can choose one of the Sub projects by clicking "select". The Sub project information grid will appear on the right side of your screen below the parent project information. To use the button options for a Sub project, you must choose it from the "project name" drop down menu at the top.

11. *How do I view a location map of a project?*

Choose the project name in the drop down menu. The first parcel id identified with the project will show up in the box. Click the "show map by parcelid" button. The map will load with the physical location of the project. You can zoom in and out by clicking on the parcel or by using the map tools. If an error occurs, the parcel id is incorrect, missing or may have changed. This parcel id is from the application process; not as-built. Identifying as-built parcel id's are part of future enhancements.

12. *How do I know when an approval order has been executed or expired on a project?*

This information will be shown on the right side in the project information grid. Approval Orders can be a GM Order, Letter, Resolution, Developer Agreement or Ordinance. If approved, the "Date Approved*"* will be the action date. "Approval Order #" will be the number of the approval document. The *"Approval Order Expiration Date"* pertains to the Approval Order, not the conditions of approval.

13. *What are the outstanding conditions of approval on a project?*

Choose the project name in the drop down menu. If the project status is "Approved with Conditions", conditions of approval will be available to view. Click on the "view conditions of approval" button. Scroll down to view all conditions that are applicable to the project and the date of expiration pertaining to each condition. There is also an electronic document available for some conditions. Click on the doc id no. in the "click to view approval condition doc" field.

14. *Who has reviewed the project?*

Choose the project name in the drop down menu. Click on the "view reviewer status" button. Scroll down the screen to the grid. Each reviewer (not all are available at this time) and their respective departments (not all are available at this time) are listed and the review status of the document. In the near future, all reviewers' statuses will be available for viewing. Comments from reviewers are not available through the portal at this time. This enhancement is currently <u>under construction</u>.

15. *How do I know if building permits have been issued for a project?*

Building permit status, parcel identification changes, and lot splits are not available through the portal at this time. This enhancement is currently <u>under construction</u>. Please contact the Permitting division of the Planning & Development Services Department or <u>click here</u> for the permit website.

16. *I want to find the agenda item materials submitted to the Board of County Commissioners relating to a project.*

You can find the materials presented before the board by <u>clicking here</u> for "Draft Agenda Items" or <u>clicking here</u> for items approved by the Board.

17. *Where do I find the approved documents for my project?*

Choose the project name in the drop down menu. Click on the "view documents" button. Scroll down the screen to view the grid of documents for the recorded approval order and approved plans, where applicable. In the "click to view document" column, click the button assigned a document no. to view the .pdf document.